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Foundational Learning



Workflow Learning



Performance Learning

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CP#34: IT As A Service (ITaaS) Competency

- Competency Unit: Program/Project Management
- New Competency: **IT as a Service (ITaaS)**
- Competency Element (Sub-Competency):

34.1 Applies the principles of IT as a Service (ITaaS) and process framework of the DoD Service Management Framework (DESMF) to program offices to achieve the most cost effective IT environment for DoD.



IT As A Service (ITaaS)

Competency

- What is ITaaS?
 - ITaaS is a competitive business model that describes an organization's ability to acquire IT services (like email, help desk, System Administrator services).
 - Under this model, each organization's IT department competes with outside providers and cloud providers to create the best IT environment for their employees.
 - The Information Technology Infrastructure Library (ITIL) is the de facto set of best practices used to manage the full lifecycle of an IT service.
 - DISA used ITIL and created the Defense Enterprise Service Management Framework (DESMF) for DoD. DoD has now taken over the leadership of DESMF via DESMF III.
 - OSD POC is Barbara McCain (barbara.l.mccain.civ@mail.mil).



IT As A Service (ITaaS)

Competency

- Why is it necessary to create a separate competency for ITaaS?
 - None of the current 41 IT Competencies include ITaaS information.
 - Cloud Computing (CP#31) can be considered one of many subsets under ITaaS.
 - ITaaS impacts every DoD acquisition office.
- What would be the focus of ITaaS curriculum?
 - The DESMF is an IT Service Management process framework covering the entire lifecycle of an IT service. Process initiatives and service implementation efforts should align with the DESMF
 - DAU would provide familiarization with the DESMF processes and the advantages of using DESMF in your DoD office. DESMF benefits include:
 - Provides a single, definable, repeatable and scalable framework for recommended best practices within the DoD
 - A common lexicon is achieved amongst all components
 - Level 1 processes are understood and common, allowing for lower level process decomposition to support the unique environments each of the components require.
 - Level 1 processes provide the spring board for process SMEs avoiding always reinventing the wheel saving time and money
 - The standardization and simplification of products delivered by IT
 - Improves alignment between service provider and mission area
 - ITaaS benefits include:
 - The improved financial transparency and more direct association of costs to consumption
 - Increased IT operational efficiency resulting from the need to compare the price of internally produced products to those available from external providers.
 - The transformation of an internal IT organization from operating as a cost-center to an ITaaS model is also believed to produce improved levels of business agility for the enterprise as a whole.